

Consumer Satisfaction Summary

Apr-09

- Q1 = Registry staff was prompt, reliable and friendly
Q2 = Received a list of IP's within 48 hours
Q3 = Referral list was up-to-date and correct
Q4 = I was able to hire from the Registry
Q5 = My overall experience was good and I would use again.



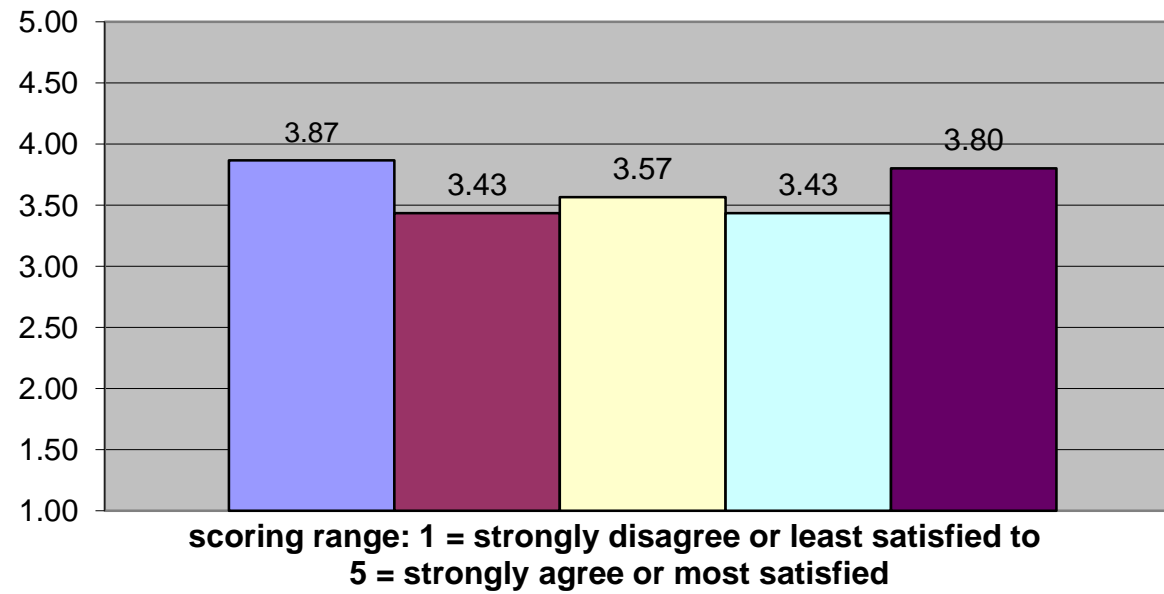
						Avg Scr by					Avg scr by		cross-check
Site	Q1	Q2	Q3	Q4	Q5	Site	Svc Area	Prcntg	# Sent	# Ret	#return'd	raw scores	
EC	4.75	3.75	4.00	3.75	4.75	EC	4.20	89.00%	10	4	16.80	84	
King	0.00	0.00	0.00	0.00	0.00	King	0.00	0.00%	8	0	0.00	0	
NC	0.00	0.00	0.00	0.00	0.00	NC	0.00	0.00%	7	0	0.00	0	
NE	0.00	0.00	0.00	0.00	0.00	NE	0.00	0.00%	1	0	0.00	0	
NW	4.50	3.75	4.00	4.75	4.50	NW	4.30	86.00%	20	4	17.20	86	
Oly	3.33	2.67	3.67	4.00	3.67	Oly	3.47	69.33%	8	3	10.40	52	
Pac	0.00	0.00	0.00	0.00	0.00	Pac	0.00	0.00%	9	0	0.00	0	
Prc	3.67	3.67	2.67	3.67	4.00	Prc	3.53	70.67%	18	3	10.60	53	
Sno	0.00	0.00	0.00	0.00	0.00	Sno	0.00	100.00%	8	0	0.00	0	
SC	4.83	4.33	4.33	4.50	4.50	SC	4.50	90.00%	18	6	27.00	135	
SS	4.75	4.00	4.00	4.00	4.75	SS	4.30	86.00%	20	4	17.20	86	
SE	4.00	3.67	4.67	3.00	4.00	SE	3.87	77.33%	15	3	11.60	58	
SW	4.33	4.00	4.33	3.67	4.33	SW	4.13	82.67%	16	3	12.40	62	
Spo	4.50	4.50	4.00	3.00	3.50	Spo	3.90	78.00%	18	2	7.80	39	
Scores	3.87	3.43	3.57	3.43	3.80	Score	36.20		176	32	131.00	655.00	total raw score
total avg score return'd divided by total number returned =											32	25.00	divided by total possible score/survey
divided by total questions per survey =											5	26.2	equals
equals weighted average											82%	32	dvd'd by total responses recv'd
												82%	equals weighted average

Scoring Key:

- 1 - 1.9 = Strongly Disagree
2 - 2.9 = Disagree
3 - 3.9 = Neutral
4 - 4.9 = Agree
5 = Strongly Agree

% Overall Return Rate	18.18%
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Consumer Satisfaction Summary - by Question, Apr 2009



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